

NETWORK AND COMMUNICATION SERVICES SUPERVISOR

General Definition of Work:

Performs difficult professional work managing, designing and maintaining network security, internal building security and network infrastructure. Work is performed under the general supervision of the ITS Manager. Supervision is exercised over subordinate staff.

Essential Functions/Typical Tasks:

Managing, designing and maintaining data and voice network security, internal building security, and data and voice network infrastructure; preparing and maintaining files and records; preparing reports.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- Plans, directs, manages and assigns daily tasks to assigned personnel and service providers.
- Monitors network security and vulnerabilities.
- Responsible for hiring, directing, training, evaluating staff and has substantial influence in employment decisions.
- Monitors network health and stability including VOIP, application and equipment.
- Designs network expansion and implementation.
- Designs security guidelines and procedures.
- Assists in the development and implementation of department budget.
- Install, configure, troubleshoot, and support 911 center equipment and technical functions.
- Performs work during emergency/disaster situations.
- Performs related tasks as required.

Knowledge, Skills and Abilities:

Comprehensive knowledge of operating systems and applications, as well as network, hardware and software troubleshooting throughout the organization; of the operation, uses and capabilities of voice and data network peripheral equipment including the relationship and usage of various network protocols, network support software and terminology; and of security protocols and procedures for maintaining an IP based network, troubleshooting and performing routine maintenance. Thorough knowledge of network equipment and VOIP operations and connectivity between servers and associated physical elements of the network. Ability to prepare written and oral presentations and to establish and maintain effective working relationships with associates, subordinates, and the general public.

Education and Experience:

Requires graduation from an appropriately accredited college or university, with major coursework in information systems, engineering, mathematics or related field and extensive experience as a security and network engineer. An equivalent combination of education and experience may be considered.

Physical Requirements:

This is light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects, and some medium work requiring the exertion of 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects; work requires climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, grasping, feeling, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for color perception, visual inspection involving small defects and/or small parts, use of measuring devices, assembly or fabrication of parts at or within arms length, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is subject to inside and outside environmental conditions, hazards, and atmospheric conditions.

Special Requirements:

Possession of appropriate security certifications. Possession of an appropriate driver's license valid in the State of North Carolina. This position is essential as defined by the Inclement Weather Plan. Must have ability to work a flexible schedule; requires some evening and weekends.

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